

## WHAT IS CLAIMED IS:

1. A system for supporting knowledge creation and managing knowledge assets by using four evaluation templates wherein a member of an organization is evaluated accordingly to each of said four evaluation templates, inputting obtained results from said evaluation templates into a computer, and analyzing results to show how said member acts in the actual situation, said four evaluation templates comprising a socialization evaluation template for evaluating a socialization process to capture tacit knowledge inside and outside the organization, an externalization evaluation template for evaluating an externalization process to express tacit knowledge in a comprehensible way and convert it into explicit knowledge, a combination evaluation template for evaluating a combination process to relate such explicit knowledge to other pieces of explicit knowledge inside and outside the organization, and an internalization evaluation template for evaluating an internalization process to convert explicit knowledge into tacit knowledge through practice.

2. A system for supporting knowledge creation and managing knowledge assets comprising a database including a socialization evaluation template for evaluating a socialization process to capture tacit knowledge inside and outside the organization, an externalization evaluation template for evaluating an externalization process to express tacit knowledge in a comprehensible way and convert it into explicit knowledge, a combination evaluation template for evaluating a combination process to relate such explicit knowledge to other pieces of explicit knowledge inside and outside the organization, an internalization evaluation template for evaluating an internalization process to convert explicit knowledge into

tacit knowledge, a computer for reading and outputting said evaluation templates from said database, whereby evaluation results about a member of an organization that are entered in said template are evaluated and the results of said analysis that represent the actual situation of how said member works are outputted.

3. The system for supporting knowledge creation and managing knowledge assets as claimed in claim 2, further comprising a tacit knowledge expression template, said tacit knowledge expression template being read and output by a computer as a reference syntax for expressing tacit knowledge in the externalization process.

4. The system for supporting knowledge creation and managing knowledge assets as claimed in claim 3, further comprising a glossary for a tacit knowledge expression template in said database, said glossary being read and output by a computer, terms included in said glossary being applicable to said tacit knowledge expression template.

5. The system for supporting knowledge creation and managing knowledge assets as claimed in claim 2, wherein said system automatically presents a knowledge classification map which indicates inter-relatedness of each said knowledge, when said explicit knowledge is requested by a computer from said database which contains knowledge accumulated after the combination process.

6. The system for supporting knowledge creation and managing knowledge assets as claimed in claim 2, wherein a knowledge consultant manages a database and a customer organization has a computer which enables use of every template by accessing said database through a two-way communication network.

7. The system for supporting knowledge creation and managing knowledge assets as claimed in claim 6, wherein a database managed by a knowledge consultant also contains accumulated intellectual resource data gained by making a contract between said knowledge consultant and owner of intellectual property.

8. The system for supporting knowledge creation and managing knowledge assets as claimed in claim 2, wherein a manager manages a database, one or more organizations acting as a knowledge consultant has a server accessible to said database through a two-way communication network, and a customer organization has a computer that works as a client of said server of said knowledge consultant by accessing thereto through a two-way communication network, and said database contains different templates available for said customer through said access to said server.

9. The system for supporting knowledge creation and managing knowledge assets as claimed in claim 8, wherein a database managed by a manager includes accumulated intellectual property data obtained through making contract between said manager and the owner of said intellectual property.